EBE's Mobile App Helps
Keller Logistics Get Paid Faster

"Since we introduced the SHIPS Mobile app, we have seen a significant change in driver behavior. The app easily allows our drivers to turn in their paperwork more quickly, which in turn makes invoicing and getting paid faster. Not only that, but our Accounting department rarely needs to search for documents or manually index them now, which has made that staff much more efficient."

Brent McDade, Continuous Improvement Manager
Keller Logistics Group

Keller Logistics Group was incorporated in 1978 as a small trucking company in Defiance, OH. Now, in addition to their trucking backbone, they have warehousing facilities in 12 locations across the U.S., along with a co-packaging facility in Napoleon, OH. With over 125 tractors and 400 trailers, Keller prides itself on its dependability in both service and communication, with a firm commitment to being transparent, honest, and true to their customers, stakeholders, and their community.

challenge

Prior to implementing the SHIPS Mobile solution, Keller Logistics Group had no standard for getting paperwork to their Accounting department. Some drivers used scanning stations at truck stops, some drivers held onto the paperwork until they made it to the terminal, and some drivers mailed their paperwork to headquarters. These methods not only all required manual indexing into the system, but they delayed the invoicing process. In addition, a lot of time was spent searching for missing paperwork by Accounting personnel, which further delayed the billing and invoicing process.

challenge

Keller Logistics Group needed a full-scale solution to receive load delivery paperwork more quickly, and reduce the amount of manual work from supporting departments to assist in this endeavor.

solution

SHIPS Mobile was selected for its process improvement capabilities, image quality, integration capabilities and scalability to increase efficiencies in billing.

results

- Increased paperwork submitted within 1 week of delivery **by 32%**

- **Increased revenue by $25,000** by collecting on loads delivered that was previously impossible without the SHIPS solution

- **Saved 18 hours/week** with improved efficiencies in the Accounting department

(Over)

Success Story

solution

Keller Logistics Group selected SHIPS Mobile (a mobile alternative to in-cab scanning) because of EBE's ability to improve the inefficiencies in their document indexing processes, and the relative ease with which drivers could submit paperwork through the application. The addition of SHIPS Mobile was seen as a vital part of the company's objective to continue to grow while driving down costs, provide drivers with a standard yet easy way to turn in their paperwork, and relieve the Accounting staff of the manual and time-consuming tasks of ensuring invoice accuracy.

results

Improved Productivity Across the Enterprise

Since implementing SHIPS Mobile in September of 2017, Keller has noticed a significant improvement in the efficiency of their drivers, staff, and billing and invoicing process as a whole. EBE's mobile app encourages drivers to submit trip documents as soon as possible; in fact, Keller Logistics Group has seen an **increase of 32%** in paperwork that is submitted within one week of the delivery. What's more, now that they rarely need to manually search for needed documents, Keller's Accounting department is **saving 13 hours per week in lost productivity**, as well as **reducing 5 hours per week** that was previously spent indexing paperwork.

Improved Billing Cycle Time Saves $$$

Keller has realized a reduction in lost revenue costs as well. Now that drivers are able to submit trip documents in real time with the SHIPS Mobile app, they have improved their cash flow significantly. Not only is the company being paid more quickly, but they are also able to collect on loads delivered that wasn't possible before implementing SHIPS Mobile, an estimated increase in collected revenue of **$25,000**.

future

Keller Logistics Group continues to grow at a rapid pace, and the continued use of SHIPS Mobile will be a strategic part of that growth. The application has allowed them to avoid the overhead associated with adding to their support departments, enabling Keller to grow without adding staff and solidifying EBE as a true partner to Keller as they work together to optimize operations.

About EBE

EBE is the leading provider of Transportation Specific Content and Process Management Applications. Serving nearly 600 clients, EBE has made a positive impact throughout their organizations in the areas of billing, settlements and accounts payable; recruiting, onboarding, safety, risk and training; carrier management, fleet maintenance and mobile and data capture. Our next generation of workflow solutions allow our clients to work by exception to maximize productivity, control costs, and increase profits across the Enterprise through the use of Automated Decision Support. Our integrated approach positions our clients to maximize their legacy system investments while extending the value of EBE's solution portfolio.